

IBMhq Test Case Execution Report

Test Case Name:Send Response - 1

Requirement Name: CX

Execution Start Time:2020-08-09 14-22-11

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
12	11	1	Fail	3

Step No:1

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a 'Navigation' tab is active, showing a list of tabs: Summary, Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The 'Summary' tab is selected, showing a form with the following fields: Subject (empty), Reference # (200809-000001), Status (Open), Assigned (Agent Access > Sys Agent), Disposition ([No Value]), Contact ([No Value]), Organization Name (empty), Product ([No Value]), and Category ([No Value]). The interface includes standard UI elements like save, save & close, refresh, new, and print buttons, as well as a sidebar with a search icon and a user profile icon labeled 'SA'.

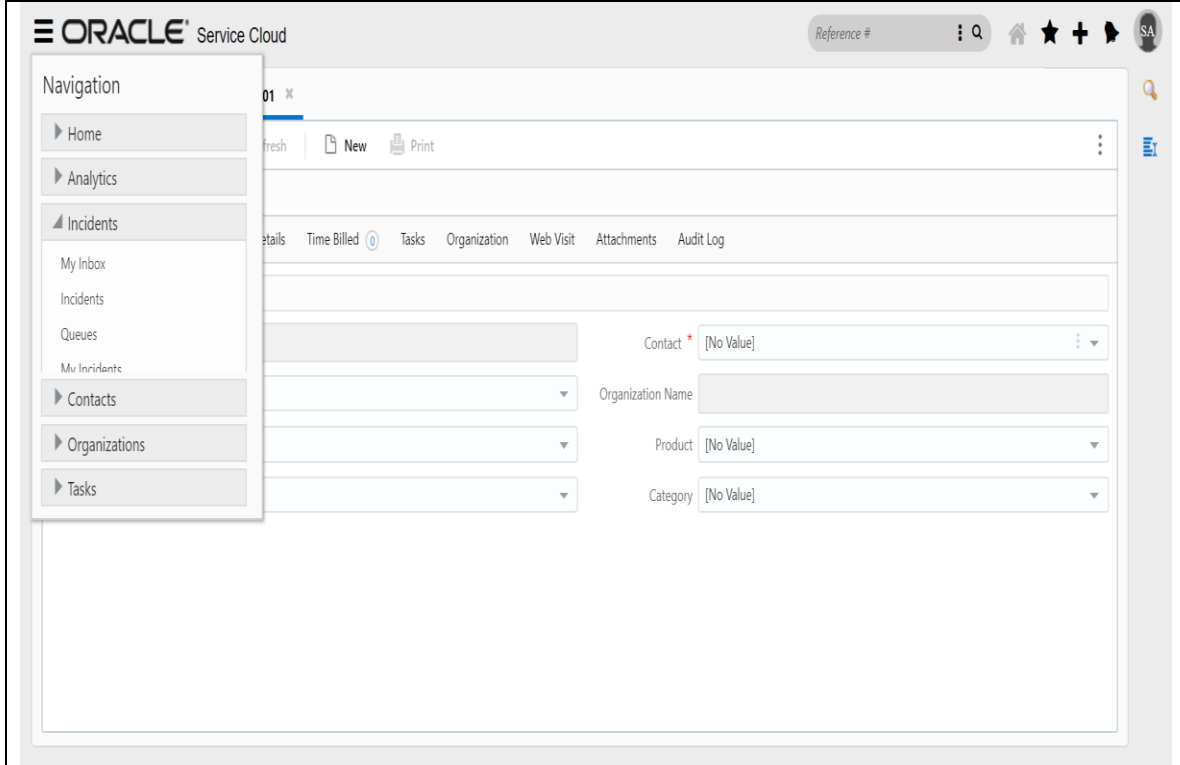
Step No:2

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



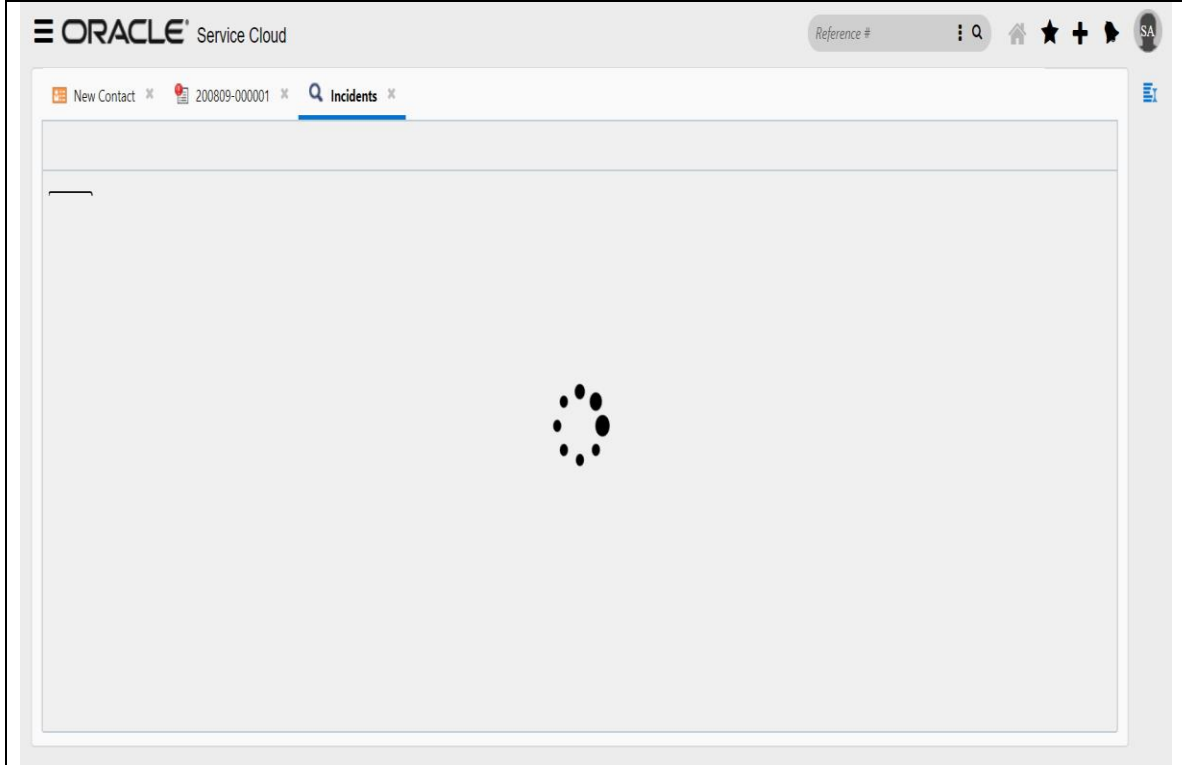
Step No:3

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



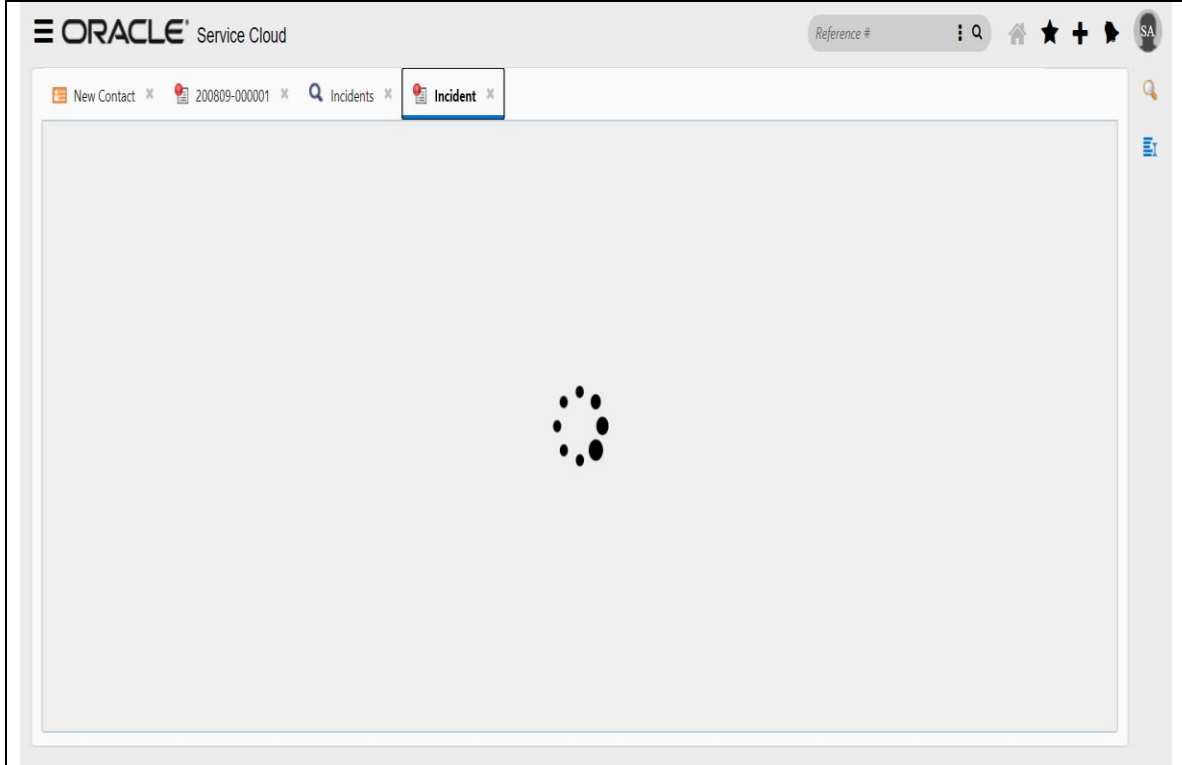
Step No:4

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass



Step No:5

Step Description: ClickMessages

Expected Result: ClickMessages

Actual Result: null

Status: Fail

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is on the right. Below the header, a breadcrumb trail shows 'New Contact' > '200809-000001' > 'Incidents' > '200730-000072'. A toolbar contains 'Save', 'Save & Close', 'Refresh', 'New', and 'Print' buttons. A tabbed interface shows 'Summary' as the active tab, with other tabs like 'Messages', 'Contacts', 'Details', 'Time Billed', 'Tasks', 'Organization', 'Web Visit', 'Attachments', and 'Audit Log'. The 'Summary' tab displays the following information:

Subject *	how this product works, ab92547 product is not functioning properly		
Reference #	200730-000072	Contact *	Adam Smit
Status *	Open	Organization Name	California Federation
Assigned	Agent Access > Minhaj Ameen	Product	ab92547
Disposition	[No Value]	Category	[No Value]

